

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

REVENUE AGENT 2

DEFINITION

Performs journey level investigative work in the administration of tax laws in a field assignment; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Initiates legal action to enforce compliance with Revenue laws and regulations by serving distress warrants, assisting local law enforcement officials in seizure and sale, and by negotiating with taxpayers, their representatives and their employers for deferred and partial payment agreements and wage garnishments.

Investigates business establishments to determine if tax has been paid, to determine if revenue stamps have been applied and canceled, to check for the display of proper licenses, and to report changes in ownership.

Locates taxpayers to attempt to collect delinquent taxes and money for returned checks by searching through all applicable sources.

Answers questions of the general public by explaining provisions of state tax laws, rules, and procedures through direct personal contacts of a face-to-face nature.

Responds to persons requesting permits or licenses to insure that all appropriate information and fees are obtained according to established policies and procedures.

Assists taxpayers to assure completeness and the filing of state tax returns including non-complex individual income tax returns.

Investigates claims for property tax, exemptions, credits or reimbursements to determine the correctness of these claims.

Prepares progress and final reports to explain the status of, or recommend disposition of cases by compiling and documenting information.

Investigates public records of deeds, contracts, estate files, death records, and/or bank records to determine if property transfers may be subject to inheritance tax.

COMPETENCIES REQUIRED

Knowledge of Iowa tax laws, policies and procedures in order to apply them to specific cases.

Knowledge of the agency's forms, requirements and procedures involved in computing and filing taxes.

Knowledge of basic arithmetic: addition, subtraction, multiplication and division.

Ability to write factual narrative and data based reports about tax cases.

Ability to understand complex procedures required to implement tax laws.

Ability to accurately collect, verify and record information to write factual narrative and data based reports pertaining to tax cases.

Ability to make logical and accurate decisions based on interpretations of agency and state rules and regulations and data obtained from interviews.

Ability to exercise sound judgment in determining conformity to tax laws, rules, and regulations.

Ability to "catch on" or understand instructions and underlying principles.

Ability to reason and make judgements.

Ability to comprehend language and to understand the meaning of words, as well as to use them effectively.

Ability to understand the relationships between words and to understand the meanings of whole sentences and paragraphs.

Ability to perform arithmetic operations quickly and accurately.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Three years of public contact work experience obtaining, analyzing and/or evaluating data, one year of which must have been experience performing investigative or collection work in the administration of tax laws;

OR

an equivalent combination of education and experience substituting thirty semester (or equivalent) hours of accredited undergraduate level college course work for one year of the required work experience to a maximum substitution of two years (no substitution allowed for the one year of work experience administering tax laws);

OR

employees with current continuous experience in the state executive branch that includes experience equal to twelve months of full time work as a Revenue Agent 1.

NECESSARY SPECIAL REQUIREMENTS

Applicants must be available for travel and may be required to furnish their own transportation to and from work sites.

Applicants must have the ability to pass a background investigation conducted by the Department of Public Safety.

Effective Date: 6/99 BW